

## NEW PROVIDER

Some basic steps that should help you get your provider through the process to get the provider setup under their vendor to allow the provider to submit files to PICIS.

1. Once the provider has an OHCA provider ID number contact [gethelp@odmhsas.org](mailto:gethelp@odmhsas.org) . They will start the process of getting a provider enrollment letter/email out to the provider with instructions on how to enroll, setup staff, and indicate their vendor.
2. Once the provider has completed the enrollment process and has indicated who their vendor is, the provider needs to send an email to [helpdesk@odmhsas.org](mailto:helpdesk@odmhsas.org) with the following information:
  - a. Subject Line: EDI - Setup New Provider to Submit Files to PICIS.
  - b. Provider Name.
  - c. Provider ID number.
  - d. Provider telephone number.
  - e. Provider email address.
  - f. Vendor Name.
  - g. Brief statement indicating they have retained the services of this vendor.
3. ODMHSAS/IT will setup the Organization Identification (OrgID) and account information to submit files securely.
4. We'll send the account and connection information to the vendor point of contact for testing.
5. Once the connection has been approved by the vendor the provider can start submitting files.
6. If the provider has any questions about PICIS, CDC or CDC errors they should contact [gethelp@odmhsas.org](mailto:gethelp@odmhsas.org) .
7. If the vendor has any problems, concerns, or questions with uploading or receiving files contact [helpdesk@odmhsas.org](mailto:helpdesk@odmhsas.org).

## PROVIDER CHANGING VENDOR

The following is for providers that are changing vendors.

1. Losing vendor should notify ODMHSAS/IT the following information:
  - a. Provider name and OrgID
  - b. Effective transfer date.
2. If the provider has already enrolled and is with a vendor and is now changing to another vendor they have two ways of updating the vendor information:
  - a. Use the 'secret' code the provider initially received to enroll and change the vendor information to the new vendor.
  - b. Contact [gethelp@odmhsas.org](mailto:gethelp@odmhsas.org) and request assistance to update their vendor information once the change (transfer) is complete.
3. Once the provider has updated the new vendor information the provider then sends an email to [helpdesk@odmhsas.org](mailto:helpdesk@odmhsas.org) with the following information:
  - a. Subject Line: EDI - Setup New Provider to Submit Files to PICIS.
  - b. Provider Name.
  - c. Provider ID number.
  - d. Provider telephone number.
  - e. Provider email address.
  - f. Previous vendor name (if changing vendors).
  - g. Current vendor name.
  - h. Brief statement indicating they have changed vendors from (vendor's name) and now have retained the services of this vendor (see 3g).
4. Once ODMHSAS/IT gets the information of the vendor change we will suspend the previous vendor's rights to the OrgID and create the account information for the new vendor.

NOTE: It is really important that we are notified as soon as possible of a vendor change to ensure the files are getting back via the correct vendor or the provider will not receive their response files.